

# Memorandum



**Date:** November 09, 2005

**COSHAC**

**Agenda Item No. 7 (A)**

**To:** Honorable Chairwoman Rebeca Sosa  
and Members, Community Outreach, Safety and  
Healthcare Administration Committee

**From:** George M. Burdick  
County Manager

**Subject:** Update Report on Motorola / Printrak 911 Computed Aided Dispatch (CAD) System

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This report is prepared in response to your request for the Motorola / Printrak 911 Computed Aided Dispatch (CAD) system implementation to continue as a standing item on the COSHA agenda to discuss ongoing progress.

## **Motorola / Printrak System Implementation Update**

Miami-Dade County continues to use the Motorola / Printrak Computer Aided Dispatch (CAD) system, implemented on August 23, 2005, to dispatch all 911 calls. MDPD and MDFR Communications continue to closely monitor the system performance and usage to ensure its safety and reliability.

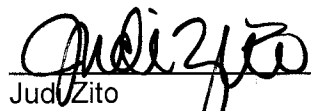
The County is working with the Motorola team to correct issues that have surfaced since the August implementation. Motorola has addressed many of these issues with software and hardware fixes that were put in place on September 27, 2005 and on October 12, 2005. However, as of the date that this report was written, there were still three major outstanding issues, categorized at a very high severity level, that Motorola expects to resolve by early November, 2005. Other issues, categorized as high severity level, are expected to be resolved by mid December, 2005. Once all these fixes are in place, the system will go into the first of two 90-day reliability periods before conditional acceptance can take place. It should be noted that the core 911 CAD system was operational during the high call volume periods following the activations for hurricanes Katrina, Rita, and Wilma.

While the core Motorola / Printrak 911 CAD System is in place, other associated system deliverables are still pending. These deliverables include the Law Records Management system for MDPD and the Field Base Reporting systems for both MDPD and MDFR, which are still being worked on. Motorola has committed to addressing software enhancements and provide resolutions to some issues categorized as low severity level in a subsequent software release before going into the second 90-day reliability period provided by the contract, and final system acceptance is expected to take place at the end of this second reliability period.

It is now apparent that Motorola will not be able to complete all deliverables as agreed in prior supplements. Considering the emergency conditions that are now prevalent in the aftermath of Hurricane Wilma, it is in the County's best interest for the parties to have an opportunity to review and negotiate the timetable associated with the pending deliverables and potentially come to an agreement on related issues. Therefore, a contract extension for time only, from December 31<sup>st</sup>, 2005 through March 31<sup>st</sup>, 2006, will be requested. Any resulting supplemental agreement would also be presented for approval to the Committee and the Board.

Honorable Chairwoman Rebeca Sosa  
and Members, COSHA

This project continues to be a cooperative effort between the Police, Fire, Procurement and Enterprise Technology Services departments, and the County team will be present at the next COSHA meeting to discuss this report and any updates from the time of this writing.

  
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Judi Zito  
Chief Information Officer